

From the Washington Business Journal:

<http://www.bizjournals.com/washington/stories/2010/09/13/daily3.html>

Capital One hypes customer service in Chevy Chase rebranding

Washington Business Journal by Tucker Echols

Date: Monday, September 13, 2010, 12:38pm EDT

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Tucker Echols

McLean-based **Capital One Financial Corp.** took its time rebranding the **Chevy Chase Bank** branches it acquired a year and a half ago, but in the end it spared no expense heralding the change, made official on Monday.

Capital One (NYSE: COF) enlisted Washington Redskins quarterback Donovan McNabb and **Washington Capitals** superstar Alex Ovechkin for print and television commercials trumpeting the new Capital One Bank brand unveiled at 250 Washington-area branches and 1,000 ATMs Monday.

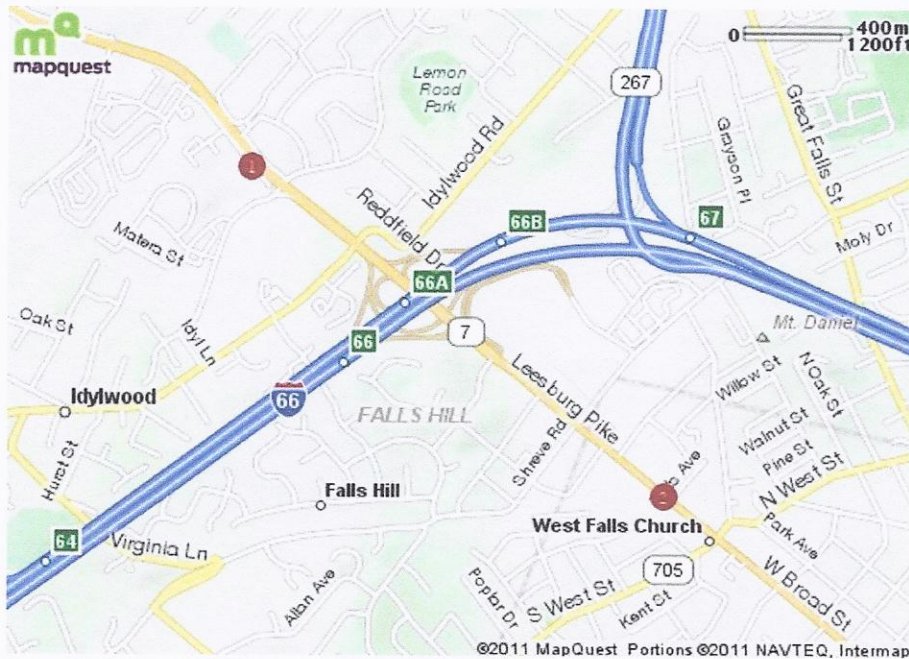
Capital One acquired Chevy Chase Bank in February 2009 and had been sensitive to its customer service reputation and uninterested in disturbing customer loyalty.

In announcing the name change Monday, Capital One emphasized a continuation of the focus on customer service, saying that account holders would be able to reach a customer service representative 24 hours a day, seven days a week. Customers will also have greater access to financial services products at branches including credit cards and auto loans.

By pulling Chevy Chase into its network, Capital One Bank is now the nation's ninth largest bank with 1,000 branch locations in New York, New Jersey, Louisiana, Texas and the mid-Atlantic.



Bank Branch Locations within 1 miles of the 22043 zip code



2 closest matching branches within 1 miles of 22043 in order of closest to farthest.

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1
IDYLWOOD PLAZA
[7501 Leesburg Pike](#)
Falls Church, VA 22043
Phone: (703) 448-4290
Distance: 0.39 miles

Services:
☒ Safe Deposit Box
☒ ATM Available
☒ Open on Saturday

Lobby
 Sun
 Mon 9 AM - 5 PM
 Tue 9 AM - 5 PM
 Wed 9 AM - 5 PM
 Thu 9 AM - 5 PM
 Fri 9 AM - 7 PM
 Sat 9 AM - 1 PM

Drive Thru

2
FALLS CHURCH
[1100 W. Broad St](#)
Falls Church, VA 22046
Phone: (703) 237-1023
Distance: 0.82 miles

Services:
☒ Branch Drive-Up
☒ ATM Available
☒ Open on Saturday

Lobby
 Sun
 Mon 9 AM - 5 PM
 Tue 9 AM - 5 PM
 Wed 9 AM - 5 PM
 Thu 9 AM - 5 PM
 Fri 9 AM - 7 PM
 Sat 9 AM - 1 PM

Drive Thru
 9 AM - 5 PM
 9 AM - 5 PM
 9 AM - 5 PM
 9 AM - 5 PM
 9 AM - 7 PM
 9 AM - 1 PM

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